

Seat No	
------------	--

B.A.-I Semester-I Examination
English (Open Elective) Paper-I
Business Communication (Part-I): OEBCM01101
Subject Code: 230403

Time: Two Hours

Total Marks: 60

Instructions:

- 1. All Questions are Compulsory.**
- 2. All Questions carry equal marks.**
- 3. Figures to the right indicate full marks**

Q.1. Choose the Correct alternatives from the following.

15

- 1 Which of these is the first step in the listening process?
a) Stop talking b) Receiving c) Interpreting d) Responding
- 2 Which of these is not a type of listening?
a) Appreciative listening b) Superficial listening c) Focused listening d) Musical listening
- 3 Which of these types of listening is followed by skilled listeners?
a) Focused listening b) Evaluative listening c) Attentive listening d) Empathetic listening
- 4 Which of these is not used to conclude a business letter?
a) Yours faithfully b) Yours truly c) Yours sincerely d) With kind regards
- 5 Communication through exchange of is known as correspondence
a) sounds b) pictures c) gestures d) letters
- 6 Business correspondence means the exchange of information in a written format for the process of activities.
a) domestic b) medical c) business d) None of these
- 7 Which of the following letters is NOT a Business letter?
a) Letter of Inquiry b) Letter of Claim c) Letter of Condolence d) None of these
- 8 The of a business letter usually contains the name and postal address of the business.
a) inside address b) salutation c) heading d) None of these
- 9 The main purpose of a business report is to make that is relevant to the company.
a) plan b) advertisement c) data d) brochure
- 10 highlights the major topics that are covered and provides background information.
a) Conclusion b) Ending c) Introduction d) Reference
- 11 (AI) is characterised by.....
a) human beings b) earth c) gravity d) machines

- 12 AI-powered communication tools can help to take skills to the next level.
a) physical b) communication c) sports d) metaphysical
- 13 The most important goal of business communication is
1. favorable relationship between sender and receiver 2. organizational goodwill 3. receiver response
4. receiver understanding
- 14 The handshake that conveys confidence is
a) Limp b) Firm c) loosed) double
- 15 Which type of word is generally not used in verbal communication.
a) Technical b) Simple c) Easy d) Local Language

Q.2. Write short Notes (Three out of Four) .

15

- 1 Objectives of business communication
- 2 Discriminative Listening
- 3 Structure of business letter
- 4 The term 'Artificial Intelligence'

Q.3. Write short Answers (Three out of Four) .

15

- 1 What are the seven Cs of effective business communication?
- 2 What are Emotional and Psychological Barriers in listening skills ?
- 3 Explain difference between Formal and Informal letters.
- 4 Write a report of the celebration of the Independence Day at your college. (Imagine the necessary details))

Q.4.. Answer the following question on broad. (One out of two).

15

- 1 What are benefits of writing skills ? Explain in detail.
 - 2 Write a telephonic conversation between Rekha and Roopa about booking the hotel. Use the following points: booking a hotel room, type of room, rate, facilities, duration of stay etc
-

Model Answer Paper

B.A.-I Semester-I Examination _____
English (Open Elective) Paper-I
Business Communication (Part-I): OEBCM01101
Subject Code: 230403

Time: Two Hours

Total Marks: 60

Instructions:

- 1. All Questions are Compulsory.**
- 2. All Questions carry equal marks.**
- 3. Figures to the right indicate full marks**

Q.1.Choose the Correct alternatives from the following.

15

- 1 Which of these is the first step in the listening process?
a) Stop talking b) Receiving c) Interpreting d) Responding
Answer: Option 1
- 2 Which of these is not a type of listening?
a) Appreciative listening b) Superficial listening c) Focused listening d) Musical listening
Answer: Option 4
- 3 Which of these types of listening is followed by skilled listeners?
a) Focused listening b) Evaluative listening c) Attentive listening d) Empathetic listening
Answer: Option 2
- 4 Which of these is not used to conclude a business letter?
a) Yours faithfully b) Yours truly c) Yours sincerely d) With kind regards
Answer: Option 3
- 5 Communication through exchange of is known as correspondence
a) sounds b) pictures c) gestures d) letters
Answer: Option 4
- 6 Business correspondence means the exchange of information in a written format for the process of activities.
a) domestic b) medical c) business d) None of these
Answer: Option 3
- 7 Which of the following letters is NOT a Business letter?
a) Letter of Inquiry b). Letter of Claim c) Letter of Condolence d) None of these
Answer: Option 3
- 8 The of a business letter usually contains the name and postal address of the business.
a) inside address b) salutation c) heading d) None of these
Answer: Option 3

- 9 The main purpose of a business report is to make that is relevant to the company.
a) plan b) advertisement c) data d) brochure
Answer: Option 3
- 10 highlights the major topics that are covered and provides background information.
a) Conclusion b) Ending c) Introduction d) Reference
Answer: Option 3
- 11 (AI) is characterised by.....
a) human beings b) earth c) gravity d) machines
Answer: Option 4
- 12 AI-powered communication tools can help to take skills to the next level.
a) physical b) communication c) sports d) metaphysical
Answer: Option 2
- 13 The most important goal of business communication is
1. favorable relationship between sender and receiver 2. organizational goodwill 3. receiver response
4. receiver understanding
Answer: Option 4
- 14 The handshake that conveys confidence is
a) Limp b) Firm c) loosed) double
Answer: Option 2
- 15 Which type of word is generally not used in verbal communication.
a) Technical b) Simple c) Easy d) Local Language
Answer: Option 1

Q.2. Write short Notes (Three out of Four) .

15

- 1 Objectives of business communication
Answer:
- 2 Discriminative Listening
Answer:
- 3 Structure of business letter
Answer:
- 4 The term 'Artificial Intelligence'
Answer:

Q.3. Write short Answers (Three out of Four) .

15

- 1 What are the seven Cs of effective business communication?
Answer:
- 2 What are Emotional and Psychological Barriers in listening skills ?
Answer:
- 3 Explain difference between Formal and Informal letters.
Answer:

- 4 Write a report of the celebration of the Independence Day at your college. (Imagine the necessary details))

Answer:

Q.4.. Answer the following question on broad. (One out of two).

15

- 1 What are benefits of writing skills ? Explain in detail.

Answer:

- 2 Write a telephonic conversation between Rekha and Roopa about booking the hotel. Use the following points: booking a hotel room, type of room, rate, facilities, duration of stay etc

Answer: